R. J. REYNOLDS TOBACCO COMPANY
RETURN GOODS SURVEY

This page for RJRT representative only.

The incremental cost to process return goods cost RJRT approximately $15 million dollars each year. RJRT is looking to improve t process and would greatly value your input. Please take a few minutes to respond to the following question.

What improvements/changes do you suggest RJRT make to the return goods policy or process?

As I Don't Know All The Procedures In The Processing Trail The Following Might Be Redundant:

- Follow Thru With Notification To Responsible Division Of Results Of Returns, I.E. Shortage, Missing Tax Stamps, Information, Etc. Division Follow Up Would Improve Response, Follow Thru
- Notify Division/ Direct Of Refusal To Process Saleable Merchandise If Practice Is Consistent
- Process Affadavits In Timely Manner So Direct Can Follow Through With State For Tax Reimbursements.
- Consider Not Advancing Tax Reimbursement

Ihor Miskewycz
43518

RJRT Representative | Employee # | 1644 Region/Div #

Please Fax Completed Survey To: Fred Baumann • FAX# 910 - 741- 4124

cc: Box 1610/ S. Macleod

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